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CIVIL SERVICE COMMISSION
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Alberto "Tony" Lamorena V
Director

**CIVIL SERVICE COMMISSION
BOARD OF COMMISSIONERS
February 28, 2013**

MANDATE

Pursuant to 5GCA, Section 43202, the performance evaluation "shall" document the Chief Executive's performance, accomplishments, and the respective Governing Board's reasons for retaining the said Chief Executive." (Emphasis added). Therefore, the Civil Service Commission Board hereby documents the performance out of Mr. Alberto (Tony) Lamorena, as the Executive Director of Civil Service Commission.

DEPARTMENTAL BACKGROUND

The Commission is a quasi-judicial agency and is comprised of ten (10) full time employees and seven (7) Commissioners who hear and adjudicate appeals and complaints from classified employees. The Commission reviews, investigates, and enforces merit system principles in accordance to rules and laws. The Commission also assures fair and equitable treatment for all employees and is committed to promote a harmonious working relationship and strives to resolve complaints expeditiously.

The Civil Service Commission was established by 4GCA to investigate conditions of the government employment as well as to hear appeals of adverse actions taken to suspend, demote or dismiss an employee from the classified service as well as other responsibilities mandated by law such as Grievance appeals, Furlough appeals (investigations), Lay Off appeals (investigations, Equal Employment Opportunity appeals (complaints), Priority Placement procedure investigations, Personnel Action investigations, Post Audit investigations, Public Employee Protection Act investigations, Political Activity investigations and Ethics in Procurement investigations.

QUANTITY AND QUALITY OF WORK OUT OF THE EXECUTIVE DIRECTOR AND HIS STAFF:

The Executive Director and his staff work closely with the employees and their legal counsel, as well as management, by providing assistance in moving the process forward. The amount of work continues to grow as the number of cases has increased during the past several years.

This past year, the Commission:

- Reviewed 5,640 personnel actions;
- Received 24 adverse action appeals,
- Received 21 grievance appeals,
- Conducted 21 post audit investigation complaints, and
- Received 14 public employee protection act investigation complaints.
- The CSC also conducted 472 meetings which included; Status Call Conferences, Pre-Hearing Conferences, Motion Hearings and Hearing on the Merits of cases.

These cases require the Commission staff to begin and expedite the process to resolve issues as soon as possible. To avoid prolonged stress to the employee, the Board of Commissioners currently meets every Tuesday and Thursday at 5:45 p.m. to hear cases, and occasionally meets on Wednesdays as well, to address the growing number of cases. Just like in many court proceedings, cases can run from one day to as many as 10 days before resolution or disposition occurs. The commitment and dedication shown by the Commission staff and Board of Commissioners by working such long hours is commendable to say the least. The hours of preparation required by staff and Commissioners who have to read all case files (which can be up to 1100 pages per case) prior to meetings, is a testament to their diligent commitment.

CREATIVITY AND INNOVATION

Because of limited financial and manpower resources, the Executive Director and his staff constantly work to become more creative and innovative. In order to cut the cost of duplicating, the Commission has instituted digitizing all documents:

- Currently, parties must provide 13 hardcopies of each case filed (which, as previously noted, can be as voluminous as 1100 pages). The CSC staff is also working to scan and digitize all past case files that are stored in numerous boxes. The digitized files will then be stored in CD, the CSC server and at DOA data center. The eventual result will be much less space required for storage and more efficient access to files.
- The Commission will also be requiring that all documents submitted be in a digitized format so that staff can immediately download all data to eventually cut duplication costs. This effort is consistent with the Governor's policy to go "green".
- The Commission has also begun digitally recording all proceedings, thus avoiding the cost of purchasing antiquated cassette tapes or the need to purchase a new expensive recording system.

MANAGEMENT OF RESOURCES

With such limited resources, the Executive Director and his staff have taken the initiative to contribute towards the reduction in costs to the Government of Guam by:

- Not filling two (2) critical positions and opting instead to restructure current staff to meet the needs and demands of the Commission without affecting the delivery of services.
- The Commission also relocated this year from Tamuning to Sinajana saving at least 30% in rental costs. These initiatives resulted in a cost savings to the government.

IMPACT TO THE PUBLIC

- To ensure the safety of the public when entering CSC, the Executive Director and his staff have implemented a security policy that is intended to provide a safe environment. As a quasi-judiciary agency there have been situations that required the need for security measures. The Commission worked collaboratively with the Guam Police Department and the Judiciary of Guam to develop the scope of the policy and to provide training to the CSC staff with no additional cost to the government.
- Drafted and approved via the AAA new “Whistleblower” rules and regulations.
- Drafted and approved via the AAA updated “Grievance” rules and regulations.

EDUCATION AND CUSTOMER SERVICE

- The Executive Director and his staff have conducted several cabinet level workshops on various topics and are in the process of conducting employee workshops as well.
- A public awareness program is in its developmental stage that will assist all patrons of the Commission understand its processes and procedures, which is critical when appearing before the Commission.
- It has always been a priority of the Commission staff to have positive interactions with our consumers.
- We take the initiative to meet our clients on a one-to-one basis and to provide the necessary counseling.
- Our commitment ensures that both the employee and management be given due process for all Commission proceedings. We are proud to strive to continually provide the guidance necessary to ensure an equitable outcome.

GOALS FOR 2013

The Executive Director and his team are working to draft and approve via the AAA process the following rules of procedure for the CSC.

- Layoff, Furlough, and Priority Placement Rules
- Update Adverse Action Rules
- Notice of Personnel Action Rules

- Mini Hatch Act Appeals Process

Other programs that the Executive Director and his team plan to pursue are:

- Electronic filing for all documents
- Fee Schedule for services rendered
- Automation of filing, reporting and file storage
- Management and employee training for Government Agencies

In summary, despite the challenges encountered due to budget constraints, and his propensity to proactively and creatively "think outside the box" to find solutions in handling cases before the Commission, Mr. Lamorena was able to work closely with his team to "work with what he has in terms of manpower thus tirelessly building the morale of this team", as well as provide training to employees and management within the government of Guam so they understand the full range of disciplinary actions and the personnel rules and regulations. Tony's work is not done. Therefore, based on the aforementioned work output, the Commission is very satisfied with Mr. Lamorena's performance and certifies without doubt or reservation that his service and conduct as the Executive Director of the Civil Service Commission is above average to outstanding.

Approved by a vote of 6-0 on February 28, 2013.



LUIS R. BAZA
Chairman



MANUEL R. PINAUI
Vice-Chairman



PRISCILLA T. TUNCAP
Commissioner

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